

# QUALITY CARE TRAINING CONSULTANCY TERMS AND CONDITIONS

## 1. Booking of Courses

- Please contact Quality Care Training Consultancy by telephone or Email to discuss the training you require, current prices and available dates.
- A booking form will then be sent to you by post, Email or alternatively it could be downloaded via the web site.
- All booking forms can be returned via Email or posted to [Quality Care Training Consultancy](#), 47 Cotysmore Road, Sutton Coldfield, West Midlands. B75 6BL.

## 2. Confirmation of booking

- Provisional bookings will be held for 14 days. In this time we must receive a completed booking form and a deposit of 50% of the total amount payable for the requested training. You will receive a letter of confirmation within 10 working days of receiving the booking form.
- If the booking form is not returned, the confirmation letter or Email sent to you will be considered as an acceptance of Quality Care Training Consultancy's Terms and Conditions.

## 3. Training venue

- Quality Care Training consultancy will provide all training on your premises, which must conform to all fire and health and safety regulations. In the event that a training area is not available, Quality Care Training Consultancy will book an alternative venue and the additional cost will be included in the final invoice.

## 4. Payment of training Fees

- A 50% deposit will be required at the time of the booking. Full payment may be made at the time of the booking if preferred.
- An invoice will be sent to you following the training and the balance will be due no later than 14 days following delivery of the training.
- Each training session will be invoiced separately.
- Payment to be made by cheque. Please make it payable to [Quality Care Training Consultancy](#)
- If preferred bank details can be provided for direct payment.
- [Quality Care Training Consultancy](#) reserves the right to make an additional charge of 5% per course for late payments.

## 5. Training Materials

- All participants will be issued a certificate of attendance.
- All participants will be issued with printed materials relevant to the training attended.
- Information used will be evidence based and relevant to the individual training.

## 6. Cancellation and Refund Policy

Refunds will be made under the following circumstances:

- If under the unlikely event the training is cancelled by [Quality Care Training Consultancy](#) a full refund will be given.
- Bookings cancelled within four weeks of the course date will incur a charge of 50% of the course fee; cancellation within 10 days of the course date will be charged at 100% of the course fee.
- In the event of adverse weather conditions the booking will remain valid and alternative date will be arranged.
- Bookings cancelled prior to four weeks of the course date will incur a small administration fee.